Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	1998	EU	WS Query	Default Query	1999	EU	WS Query	Default Query
	National Order Collection Vehicle (NOCV)	One of three GTE Network Services order entry systems, NOCV provides online capability to create and modify Service Orders. It also provides offline processing and activation of the service orders created. It is an enhancement of the Service Order Loading and Retrieving system (SOLAR), the Automated Distribution System, the Telephone Number Selector System, the Customer Profile Inquiry system, and Service Activation.	Allow additional routing logic based on the NANC industry-defined flow for number portability. It generates new transactions to MARK for LNP orders to set and remove the ten digit trigger. It accepts and processes non-native telephone numbers with their associated LRN.	$167,598.74	$157,542.82	$10,055.92		$256,837.71	$243,307.45	$15,530.26	
	NOCV Service Order Loading and Retrieval (SOLAR)	SOLAR is an online order entry system for installing, changing, or discontinuing services. It also provides off-line processing of the Service Orders created, for interfacing with other systems such as the inventory management systems.	Allows additional routing logic based on the NANC industry-defined flow for number portability. It generates new transactions to MARK for these LNP orders to set and remove ten digit triggers. It accepts and stores LNP information, e.g., LRN.	$3,885.11 $18,005.78	$3,652.00 $16,925.43	$233.11 $1,080.35		$46,018.44 $2,409.82	$43,257.33 $2,285.23	$2,781.11 $144.59	
	SOLAR Service Order Record Computer Entry System (SORCES)	SORCES is composed of both online and offline systems. It provides online capability to create, modify, and cancel service orders. Customer specific information can be accessed. SORCES provides online retrieval by telephone number; service orders can be retrieved by service name, address, telephone number, and order number.	Allows service orders to be processed according to the NANC industry-defined flow for number portability. It accepts and stores LNP information, e.g., LRN.	$0.00 $185,816.74	$155,867.74	$9,949.00		$428.40	$402.70	$25.70	
	SORCES Subscription Services	Subscription Services maintains the GTE Network Services customers' carrier selections (PIC). These PIC updates are requested by the GTE Network Service's customers through GTE's Service Order systems (SORCES/SOLAR/NOCV) or through the Ballot & Allocation (BAS) process. GTE Staff can update/correct PIC through the Perpetual Compare (Switch Data Integrity) process or through online transactions. PIC updates are also sent to GTE Network Services from the long distance carriers via batch CARE transactions, Internet-Web browser access, and through a CMIP gateway (EB/SS).	Associates a non-native ported telephone number with an LRN, so that ported non-native telephone numbers can be PIC'd to carriers associated with the serving switch. It also provides new information regarding porting activity to other carriers.	$3,885.11 $226,792.18	$3,652.00 $226,792.18	$233.11		$856,715.20	$856,715.20		
	Subscription Services			$5,827.67	$5,827.67			$152,313.84	$152,313.84		

Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	1998	EU	WS Query	Default Query	1999	EU	WS Query	Default Query
	Supplier Gateway	A new system that provides outbound LSR generation and business rules for the Ordering and Billing Forum (OBF) industry-defined number portability transactions to other carriers, as defined in the NANC industry-standard number portability flow. It provides the ability to communicate LNP information on LSRs to other Local Exchange Carriers (LECs) via the electronic data interchange (EDI) format.	New system required for LNP transactions with other carriers	$316,381.40	$296,544.29	$18,982.88	$854.23	$3,314,147.89	$3,106,350.82	$198,848.87	$8,948.20
	Supplier Gateway			$7,770.22	$7,283.03	$466.21	$20.96	$589,215.96	$552,272.12	$35,352.96	$1,590.88
Service Assurance Systems	4TEL®	The 4TEL system performs routine and demand tests on subscriber local loops. The system contains voice response and patterning features and produces reports and repair ticket information where the test parameters are exceeded. 4TEL can be initiated from other GTE OSS, or can be invoked directly by a field or central office technician.	Provides the ability to perform loop tests on non-native telephone numbers. 4TEL will use the LRN associated with the ported telephone number before initiating a loop test. Change also incorporates new vendor test library. Includes functionality to ...					$2,896,579.88	$2,896,579.88		
	4TEL®							$514,977.12	$514,977.12		
	Automated Work Administration System (AWAS)	AWAS assigns work to GTE Network Services Customer Zone Technicians (CZT) and Central Office (CO) Technicians. AWAS distributes the work received from the various system interfaces by prioritizing, routing and recording the technicians work and availability. Specific table entries are used to assign trouble reports and service orders to the technicians in the most efficient manner. (Note: Used by both provisioning and repair)	Identifies correct routing destination for work assigned on ported telephone numbers. Allows for processing of additional LNP information (e.g., LRN) on work distributed to technicians.	$186,037.38	$174,372.84	$11,162.24	$502.30				
	AWAS			$5,827.67	$5,462.28	$349.66	$15.73				
	Customer Care (Care)	Care provides single desktop access to many support systems for the repair center advocate. An automated testing facility component automatically retrieves and reviews pending trouble tickets and initiates a local loop test.	Modifies screens, tables, and interfaces to provide the information regarding the port status of telephone numbers within the LSMS. Allows use of LRN to identify serving switch of a non-native telephone number. Changes automated routing of trouble tickets based on port status information received from the LSMS and NPAC download. Performs trouble isolation and analysis for telephone numbers that have been ...	$972,198.18	$972,198.18			$287,037.60	$287,037.60		
	CARE			$23,310.67	$23,310.67			$51,031.80	$51,031.80		

Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	1998	EU	WS Query	Default Query	1999	EU	WS Query	Default Query
	Computer Telephony Integration (CTI)/Interactive Voice Response Unit (IVRU)	CTI refers to a system group that interfaces with Automatic Call Distributor/IVRU (ACD/IVRU) facilities and workstations to provide the agent with the information collected from the customer during an IVRU session. The front-end application within the customer care arena allows customers to self-provision repair requests. The customer information obtained through this process is provided via screen pops to the call center agent. This information streamlines the call process.	Changes support the look-up of numbers in LSMS to determine if end user is served by GTE, and modifies windows to display LSMS information. Modifies IVRU scripts to address ported telephone numbers (e.g., advise customer who ported out to contact current service provider).	$235,022.18	$235,022.18						
	CTI/IVRU			$5,827.67	$5,827.67						
	Digital Services Test System (DSTS)	DSTS is an expert system that provides repair technicians and Care center personnel the ability to test and isolate faults on digital services such as ISDN and ADSL.	For non-native numbers, DSTS queries the LSMS to obtain the LRN to identify the correct central office switch to access for testing purposes.					$290,123.22	$290,123.22		
	DSTS							$51,580.44	$51,580.44		
	NetMinder	NetMinder is a Lucent Technologies product that provides real-time centralized network traffic management functions for the NOC. It monitors traffic, detects transmission problems, and aids in the resolution of these problems.	An augmentation to NetMinder was necessary to perform network traffic management functions associated with LNP traffic volumes. LNP-specific software upgrade. The changes were the direct result of number portability implementation within GTE Network Services.					$358,055.17	$335,605.11	$21,483.31	$966.75
	NetMinder							$63,657.72	$59,666.38	$3,819.46	$171.88
	Network Operation Center (NOC)/Trouble Administration System (TAS) Interface	A new LNP interface that provides an electronic means of passing trouble ticket information to LNP support staff at the NOC once the trouble has been isolated to the network. This allows the NOC LNP support staff to receive and process the LNP trouble, and document the resolution of the trouble on the ticket.	New interface required for LNP in order to achieve service quality standards. The changes were the direct result of number portability implementation within GTE Network Services.	$192,744.74	$180,659.64	$11,564.68	$520.41	$355,036.49	$332,777.58	$21,302.31	$958.60
	NOC/TAS			$3,885.11	$3,641.51	$233.11	$10.49	$63,121.68	$59,183.95	$3,787.30	$170.43
	SITES	SITES is a centralized repository that contains critical statistics for every GTE common language identify code (CLLI) site.	For non-native telephone numbers, SITES accepts the LRN and use it to identify the serving switch. The LRN is also used to determine the correct distribution for trouble tickets.								

Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	1998	EU	WS Query	Default Query	1999	EU	WS Query	Default Query
	Switch Access Manager (SAM)	SAM provides access to the switch network technology for all authorized users to perform recent change activity and to verify features that are active in the switch	Access the LSMS to identify the LRN on port-capable NPA NXXs Provide access to network elements that contain ported telephone numbers					$749,976.09	$749,976.09		
	SAM							$133,336.80	$133,336.80		
	STARMEM	StarMem (vendor system name, not an acronym) provides an automatic compare of order system data to what is programmed into the switch. This enables the Care technician to determine modifications required to synchronize the customer's records with requested products, services and PIC. StarMem provides inquire and update capability to 5ESS, GTD5,DCO, DMS10, DMS100 switch types through the Switch Access Module (SAM). Once StarMem performs an update to the switch, it performs an inquiry in MARK, and, if necessary, initiates an update to MARK to ensure the integrity of the facility database. When the Subscription Services Server is available during the compare process, StarMem will also check the PIC selection information in that server.	Adds the ability to query the LSMS to determine the serving switch for a ported telephone number. Use the LRN to access switch information for ported telephone numbers rather than the telephone number.	$700,110.40	$700,110.40						
	STARMEM			$15,540.45	$15,540.45						
	Telecommunications Data Collection System (TDCS)	TDCS collects and validates central office switch traffic data and provides reports based upon the collected data. TDCS is used by Network Dimensioning to determine when additional equipment is required in a central office.	Collects traffic and performance data from the LNP SCP, as well as new LNP data coming from digital Stored Program Control (SPC) switches.					$162,773.57	$152,567.67	$9,766.41	$439.49
	TDCS							$26,939.32	$27,124.82	$1,736.36	$78.14
	Telephone Operations Network Interface Control System (TONICS)/ LNP Gateway Interface	TONICS provides fault, performance, configuration and security management across all network domains. Graphical screens provide a variety of visualizations of the state of the network, and support a variety of command interfaces to network elements.	A new LNP interface provides access to LSMS via the LNP Gateway so that LNP alarms and alerts (e.g., regarding associations to the NPAC) can be monitored in the same fashion as other network elements.					$386,648.52	$362,405.66	$23,198.91	$1,043.95
	TONICS/LNP							$68,741.28	$64,431.20	$4,124.48	$185.60

Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	1998	EU	WS Query	Default Query	1999	EU	WS Query	Default Query
	TONICS Alarm Correlation Engine (ACE)	ACE is a client/sever application that performs alarm correlation of network switching data to detect equipment degradation before it becomes service affecting. Alarm correlation refers to intelligent interpretation of multiple alarms from a variety of sources including network elements and critical OSS, such as the LSMS for LNP.	Provides increased capacity for the platform to detect alarm conditions on the LSMS links used to download ported number information and call processing instructions needed by ISCPs to process and complete calls.					$417,488.45	$391,311.92	$25,049.31	$1,127.22
	TONICS/ACE							$74,224.44	$69,570.57	$4,453.47	$200.41
	TONICS for Customer Access Facilities (TCAF)	TCAF analyzes switch messages to determine if a CAF fault exists. TCAF can request demand test via 4TEL or internal diagnostics on a suspect line. A pattern trouble ticket is created and dispatched to a field technician once three cases of trouble are reported on the same 25-pair complement.	For ported telephone numbers, TCAF determines the LRN for a CLLI (switch) and use that to initiate a 4TEL test					$279,502.57	$279,502.57		
	TONICS/TCAF										
	Traffic Irregularity System (TIAS)	TIAS is a stand-alone correlation system for identifying message network problems from individual call failure data. It provides the traffic manager with information on mass calling, traffic overloads, translation errors, bad reroutes, software errors, etc.	Provides the ability to diagnose traffic problems related to LNP. Collects link and traffic monitoring data as well as Failed Call and Failed SCP query events. TIAS also associates the dialed digits with the appropriate called office using LRN.					$49,692.24	$49,692.24		
	Trouble Administration System (TAS)	TAS automates the creation and flow of Trouble Reports (for telephone numbers and circuits) through closure. Provides supervisory "queue" functions enabling tracking of individual and DAC/Care Centers.	Provides the ability to query the LSMS regarding the status of a ported number, and stores the information regarding ported telephone numbers on the trouble ticket. Added new trouble resolution codes to reflect the source of trouble regarding ported telephone numbers (e.g., NPAC download failure) Allows use of the LRN to identify serving switch of a non-native telephone number.					$2,592,233.35	$2,429,700.32	$155,534.00	$6,999.03
	TAS			$29,138.34	$27,311.37	$1,748.30	$78.67	$460,868.04	$431,971.61	$27,652.08	$1,244.34

Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	1998	EU	WS Query	Default Query	1999	EU	WS Query	Default Query
Billing and Usage Systems	Bill Inquiry, Voucher and Treatment (BVT)	An on-line and batch application that provides a current representation of the customers bill, payment data and treatment status allowing the customer contact service representative to service the customer utilizing the most current data possible. BVT performs on-line retrieval of the customer bill for adjustment, voucher creation, and treatment.	Process information regarding customer port status that appears on the end user bill.					$161,050.29	$150,952.44	$9,663.02	$434.84
	BVT Customer Billing Services System (CBSS)	CBSS is the central system of the end user billing process. It receives data from other systems and uses that data to calculate, verify, and produce customer bills. The purpose of CBSS is to provide a flexible billing system that will accommodate rating and formatting changes quickly and economically. CBSS also posts data to accounting journals, compiles statistical information and provides a means of reporting current business information to management.	Provides the ability to bill the LNP end user surcharge in accordance with the FCC's Third Report and Order. CBSS also splits and redirects usage correctly based on owner of ported numbers rather than owner of NPA NXX. CBSS provides the ability to rate messages according to local calling plans associated with non-native numbers. It also provides bill notification for ported out customers, and allows messages and invoices with foreign telephone numbers to be processed within the end user billing systems. Includes provision for the end user cost recovery mechanism, bill notification, and billing of ported telephone numbers.	$780,127.85	$731,213.83	$46,807.67	$2,106.35	$26,632.60 $4,213,857.72	$26,837.34 $3,949,648.84	$1,717.96 $252,831.46	$77.31 $11,377.42
	CBSS GTE Security Administration System (GSAS) / Security Toll Online Message Processing System (STOMPS)	GSAS/STOMPS automates the process of investigating toll fraud, subscription fraud, prison fraud and other types of fraud. The system receives toll records from end user billing that are suspect as fraud; customer records from Recoup when the uncollectible is flagged as fraud, DBAC records for suspect high credit card use, an ACM records when an account exceeds the Security Limit. The system provides the ability to enter, track and monitor suspects and restitution if convicted.	Accepts and processes LNP data on billing file input. Allows fraud determination logic to use LRN when necessary. Provide access to number portability information (service provider, effective date, LRN, etc.) for ported telephone numbers in response to a court order or subpoena.	$17,483.00	$16,386.82	$1,048.98	$47.20	$151,598.52	$142,093.29	$9,095.91	$409.32

Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	1998	EU	WS Query	Default Query	1999	EU	WS Query	Default Query
	Network Profile System (NPS)	NPS provides data that is passed to the financial system for general ledger booking activity and financial reporting. NPS also provides analysis support through the interface extract function, which enables the user to gather customer, line, and equipment data, messages, and minutes of use, for traffic studies.	Accepts and processes LNP data on billing file input. Identifies LRN and native/non-native telephone number attributes for use in revenue assignment.					$120,321.33	$112,777.18	$7,219.26	$324.87
	NPS										
	Other Carrier Settlement System (OCSS)	OCSS provides file receipt and settlement reports to the non-AT&T carriers. OCSS tracks invoice ready and Casual User revenue that GTE will collect for all non-AT&T carriers.	Changes the settlement process to handle ported telephone numbers. Accepts and processes LNP data on billing file input. Modifies logic to direct settlements to proper carrier based on porting activity according to industry standards.					$21,391.56	$20,050.31	$1,283.49	$57.76
	Secure Integrated Gateway System (SIGS)	SIGS is an application that captures ownership information regarding end user accounts and telephone numbers for processing in ordering and billing systems.	Captures LNP information (service provider ID, effective date, etc.) from LSMS to local table for all ported telephone numbers, for processing within the Billing systems, e.g., to screen usage data.								
	Toll Error Message Processing On-Line (TEMPO)	TEMPO provides an efficient means of investigating and correcting all TOLL messages, which err during the CBSS usage processing.	Process new LNP related error messages associated with ported telephone numbers.								
	Usage Messaging System (UMS)	UMS processes usage billing data from the GTE switching environment (1350 sites). It retrieves, formats, conditions, validates, edits, screens, provides error correction and aggregates usage for down stream billing systems. Forwards inter-LATA toll to proper carrier.	Processes new AMA record formats that were implemented with LNP, and adds LRN where needed. UMS provides logic to interrogate LSMS information to identify service provider for ported telephone numbers.	$375,766.07	$375,766.07			$243,521.17	$243,521.17		
	UMS			$9,712.78	$9,712.78			$43,295.04	$43,295.04		

				1998	EU	WS	Default	1999	EU	WS	Default
				$9,680,438.87	$9,334,369.95	$332,094.48	$13,974.43	$30,170,000.00	$29,109,890.33	$1,015,254.02	$44,855.66
				$9,680,438.87							
				$194,255.58	$188,064.85	$5,944.22	$246.51	$3,600,000.00	$3,485,795.38	$109,406.72	$4,797.90
				$9,486,183.29	$9,146,305.10	$326,150.26	$13,727.92	$26,570,000.00	$25,624,094.95	$905,847.29	$40,057.76
					96.81%	3.06%	0.13%		96.83%	3.04%	0.13%
					96.42%	3.44%	0.14%		96.44%	3.41%	0.15%

Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	2000	EU	WS Query	Default Query	2001	EU	WS Query	Default Query	2002
Service Fulfillment	Advanced Service Assurance Verification Platform/Service Assurance Voice System(ASAVP)	The service that verifies completed service orders have been provisioned correctly, by accessing the central office switch and comparing what is provisioned on the switch to what is specified on the service order. SAVS mechanizes the verification of product/services (switch/service order entries) on completed service orders and automates a call back to the customer to confirm the completion of work on Service Order and qualified Repair report. (Note: used in both ordering and repair).	For ported telephone numbers, uses the Location Routing Number (LRN) assigned in the Local Service Management System (LSMS) in place of the NPA-NXX to access the correct switch when verifying service orders/repair reports.	$107,780.90	$107,780.90							
	ASAVP											
	Business Express (BEX)	BEX is designed as a universal Sales Process Enhancement tool that can price, configure, and quote any GTE product. It is designed so that the Sales interface can be used by Product Managers and by Sales Representatives in the Business Sales Centers, the Branch Contact Centers, and the Branch Sales Organization.	Modified to use the LRN of a ported number instead of NPA- NXX to identify the non-native serving switch.	$2,193.72	$2,193.72							
	BEX											
	Desktop, Documentation, and Reference (DDR)	DDR is an on-line reference tool with components for providing documentation for systems, GTE practices and procedures, and news applicable to the customer contact associate. Tools for product pricing, and product and feature availability are included as well. Other information available includes billing and contact information, available carriers, Local Number Portability information, LATA information and many other topics.	Provides information at order time regarding LNP capability in a switch, so that the Local Service Request (LSR) or order requesting number portability can be validated and processed.	$77,040.58	$72,210.14	$4,622.43	$208.01					
	DDR											

Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	2000	EU	WS Query	Default Query	2001	EU	WS Query	Default Query	2002
	Enhanced 911 (E911)	Emergency service support that provides emergency service numbers to a public service answering point (PSAP) with valid service addresses and generates route changes to the telephone company switch to ensure correct routing. Also provides Automatic Location Identification (ALI) address data to PSAPs. Provides a new capability to "unlock" E911 records for ported out numbers so that the new Service Provider can update the information according to the LNP standard recommended by the National Emergency Number Association (NENA).	GTE implemented changes that were identified in the National Emergency Number Association (NENA) Recommended Standards For Service Provider Local Number Portability. These standards adopts the use of the Company ID on all transactions; modified E911 extracts to produce new transactions for ported numbers. Includes those costs associated with compliance to NENA standards for Service Provider Local Number Portability. Excludes all costs associated with GTE as a 911 provider.									
	E911											
	Local Number Portability Gateway	New LNP system that provides communication linkage between GTE systems/work groups and the new Bellcore Local Service Management/Service Order Activation (LSMS/SOA) system. Acts as a router/translator between GTE systems and the LSMS/SOA transmission protocols via the use of many types of system interfaces. Provides a SOA web interface for management of notification and error messages received from SOA or the Number Portability Administration Center (NPAC); for example, messages that indicate failure of updates to the LSMS.	New system required for Local Number Portability.									
	LNP Gateway											
	Local Number Portability Process	New system required for LNP order processing. Scans, validates, and routes LNP service orders based on industry-defined flow of communication with the NPAC and other service providers. Formats subscription version transactions from order entry and transmits them to the LNP Gateway. Receives notification and error messages from the LNP Gateway, attaches the messages to the order and routes the orders to the appropriate work group.	New system required for Local Number Portability.	$11,140.14	$10,441.65	$668.41	$30.08					
	LNP Process											

Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	2000	EU	WS Query	Default Query	2001	EU	WS Query	Default Query	2002
	Local Service Management System (LSMS) /Service Order Activation (SOA)	The LSMS is a new Bellcore LNP product that provides an interface from GTE Operational Support Systems (OSS) & the regional LNP databases (ISCPs). In a given area, ISCPs will be administered & maintained by a local SMS. The LSMS is an OSS & not part of the public switched network. It interconnects to & sends to the ISCP the ported number information and call processing instructions needed by a network switch to process & complete a call. It is the vehicle a service provider will use to create & update ported number records, and send this information to the regional SMS. It handles all subscription transactions for ported numbers & related LNP requests. It communicates subscription information to the NPAC. It permits the flow through between GTE's service order processing systems used for service activation. It provides the NPAC interface for GTE LNP databases. It receives all ported number routing information from the NPAC/LSMS & provisions the applicable LNP SCPs with the active ported telephone number LNP routing information.	New system required for Local Number Portability. The changes were the direct result of number portability implementation within GTE Network Services.									
	LSMS LSMS			$1,506,000.00	$1,411,573.80	$90,360.00	$4,086.20	$1,718,184.60	$1,610,454.43	$103,091.06	$4,639.10	$1,689,000.00
	Mechanized Assignment and Record Keeping (MARK)	MARK is the automated facility management and record administration system for Inside and Outside Plant. MARK manages the GTE telephone number inventory. The MARK system also provides data to the service order entry process, creates and delivers recent changes to the switch, and performs street address maintenance.	Manages inventory of ported telephone numbers with the corresponding LNP information, e.g. LRN. Provides for new status of ported telephone numbers so that they will age and be re-assigned per number portability rules. Also sets/deletes the Ten Digit Trigger that is required by LNP for seamless provisioning between service providers. Allows non-									
	MARK											
	Network Element Data Administration System (NEDAS)	This system is the trunk side Data Base Administration (DBA) tool for Recent Change generation, delivery and administration. DBA is responsible for programming approximately 2000 switches.	Provides the ability to manage LNP information in the switch, e.g., open NPA NXXs for number portability and identify the LRN for a switch.					$218,996.76	$218,996.76			

Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	2000	EU	WS Query	Default Query	2001	EU	WS Query	Default Query	2002
	National Order Collection Vehicle (NOCV)	One of three GTE Network Services order entry systems, NOCV provides online capability to create and modify Service Orders. It also provides offline processing and activation of the service orders created. It is an enhancement of the Service Order Loading and Retrieving system (SOLAR), the Automated Distribution System, the Telephone Number Selector System, the Customer Profile Inquiry system, and Service Activation.	Allow additional routing logic based on the NANC industry-defined flow for number portability. It generates new transactions to MARK for LNP orders to set and remove the ten digit trigger. It accepts and processes non-native telephone numbers with their associated LRN.									
NOCV	Service Order Loading and Retrieval (SOLAR)	SOLAR is an online order entry system for installing, changing, or discontinuing services. It also provides off-line processing of the Service Orders created, for interfacing with other systems such as the inventory management systems.	Allows additional routing logic based on the NANC industry-defined flow for number portability. It generates new transactions to MARK for these LNP orders to set and remove ten digit triggers. It accepts and stores LNP information, e.g., LRN.									
SOLAR	Service Order Record Computer Entry System (SORCES)	SORCES is composed of both online and offline systems. It provides online capability to create, modify, and cancel service orders. Customer specific information can be accessed. SORCES provides online retrieval by telephone number; service orders can be retrieved by service name, address, telephone number, and order number.	Allows service orders to be processed according to the NANC industry-defined flow for number portability. It accepts and stores LNP information, e.g., LRN.									
SORCES	Subscription Services	Subscription Services maintains the GTE Network Services customers' carrier selections (PIC). These PIC updates are requested by the GTE Network Service's customers through GTE's Service Order systems (SORCES/SOLAR/NOCV) or through the Ballot & Allocation (BAS) process. GTE Staff can update/correct PIC through the Perpetual Compare (Switch Data Integrity) process or through online transactions. PIC updates are also sent to GTE Network Services from the long distance carriers via batch CARE transactions, Internet-Web browser access, and through a CMIP gateway (EB/SS)	Associates a non-native ported telephone number with an LRN, so that ported non-native telephone numbers can be PIC'd to carriers associated with the serving switch. It also provides new information regarding porting activity to other carriers.	$10,179.76	$10,179.76							
Subscription Services												

Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	2000	EU	WS Query	Default Query	2001	EU	WS Query	Default Query	2002
	Supplier Gateway	A new system that provides outbound LSR generation and business rules for the Ordering and Billing Forum (OBF) industry-defined number portability transactions to other carriers, as defined in the NANC industry-standard number portability flow. It provides the ability to communicate LNP information on LSRs to other Local Exchange Carriers (LECs) via the electronic data interchange (EDI) format	New system required for LNP transactions with other carriers.	$1,875,601.00	$1,758,000.82	$112,536.06	$5,064.12	$3,008,621.49	$2,819,980.92	$180,517.29	$8,123.28	
	Supplier Gateway											
Service Assurance Systems	4TEL®	The 4TEL system performs routine and demand tests on subscriber local loops. The system contains voice response and patterning features and produces reports and repair ticket information where the test parameters are exceeded. 4TEL can be initiated from other GTE OSS, or can be invoked directly by a field or central office technician.	Provides the ability to perform loop tests on non-native telephone numbers. 4TEL will use the LRN associated with the ported telephone number before initiating a loop test. Change also incorporates new vendor test library. Includes functionality to support the LSMS and use	$108,641.99	$108,641.99							
	4TEL®											
	Automated Work Administration System (AWAS)	AWAS assigns work to GTE Network Services Customer Zone Technicians (CZT) and Central Office (CO) Technicians. AWAS distributes the work received from the various system interfaces by prioritizing, routing and recording the technicians work and availability. Specific table entries are used to assign trouble reports and service orders to the technicians in the most efficient manner. (Note: Used by both provisioning and repair)	Identifies correct routing destination for work assigned on ported telephone numbers. Allows for processing of additional LNP information (e.g., LRN) on work distributed to technicians.									
	AWAS											
	Customer Care (Care)	Care provides single desktop access to many support systems for the repair center advocate. An automated testing facility component automatically retrieves and reviews pending trouble tickets and initiates a local loop test.	Modifies screens, tables, and interfaces to provide the information regarding the port status of telephone numbers within the LSMS. Allows use of LRN to identify serving switch of a non-native telephone number. Changes automated routing of trouble tickets based on port status information received from the LSMS and NPAC download. Performs trouble isolation and analysis for telephone numbers that have been									
	CARE											

Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	2000	EU	WS Query	Default Query	2001	EU	WS Query	Default Query	2002
	Computer Telephony Integration (CTI) /Interactive Voice Response Unit (IVRU)	CTI refers to a system group that interfaces with Automatic Call Distributor/IVRU (ACD/IVRU) facilities and workstations to provide the agent with the information collected from the customer during an IVRU session. The front-end application within the customer care arena allows customers to self-provision repair requests. The customer information obtained through this process is provided via screen pops to the call center agent. This information streamlines the call process.	Changes support the look-up of numbers in LSMS to determine if end user is served by GTE, and modifies windows to display LSMS information. Modifies IVRU scripts to address ported telephone numbers (e.g., advise customer who ported out to contact current service provider).	$152,177.35	$152,177.35							
CTI/IVRU	Digital Services Test System (DSTS)	DSTS is an expert system that provides repair technicians and Care center personnel the ability to test and isolate faults on digital services such as ISDN and ADSL.	For non-native numbers, DSTS queries the LSMS to obtain the LRN to identify the correct central office switch to access for testing purposes.	$10,191.09	$10,191.09							
DSTS	NetMinder	NetMinder is a Lucent Technologies product that provides real-time centralized network traffic management functions for the NOC. It monitors traffic, detects transmission problems, and aids in the resolution of these problems.	An augmentation to NetMinder was necessary to perform network traffic management functions associated with LNP traffic volumes. LNP-specific software upgrade. The changes were the direct result of number portability implementation within GTE Network Services.	$96,166.66	$90,137.01	$5,770.00	$259.65					
NetMinder	Network Operation Center (NOC)/Trouble Administration System (TAS) Interface	A new LNP interface that provides an electronic means of passing trouble ticket information to LNP support staff at the NOC once the trouble has been isolated to the network. This allows the NOC LNP support staff to receive and process the LNP trouble, and document the resolution of the trouble on the ticket.	New interface required for LNP in order to achieve service quality standards. The changes were the direct result of number portability implementation within GTE Network Services.	$65,953.16	$61,817.90	$3,957.19	$178.07					
NOC/TAS	SITES	SITES is a centralized repository that contains critical statistics for every GTE common language identify code (CLLI) site.	For non-native telephone numbers, SITES accepts the LRN and use it to identify the serving switch. The LRN is also used to determine the correct distribution for trouble tickets.					$218,996.76	$205,265.66	$13,139.81	$591.29	

Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	2000	EU	WS Query	Default Query	2001	EU	WS Query	Default Query	2002
	Switch Access Manager (SAM)	SAM provides access to the switch network technology for all authorized users to perform recent change activity and to verify features that are active in the switch	Access the LSMS to identify the LRN on port-capable NPA NXXs Provide access to network elements that contain ported telephone numbers	$10,179 76	$10,179 76							
	SAM STARMEM	StarMem (vendor system name, not an acronym) provides an automatic compare of order system data to what is programmed into the switch. This enables the Care technician to determine modifications required to synchronize the customer's records with requested products, services and PIC. StarMem provides inquire and update capability to 5ESS, GTD5,DCO, DMS10, DMS100 switch types through the Switch Access Module (SAM). Once StarMem performs an update to the switch, it performs an inquiry in MARK, and, if necessary, initiates an update to MARK to ensure the integrity of the facility database. When the Subscription Services Server is available during the compare process, StarMem will also check the PIC selection information in that server.	Adds the ability to query the LSMS to determine the serving switch for a ported telephone number Use the LRN to access switch information for ported telephone numbers rather than the telephone number.	$66,702.68	$66,702.68			$219,624.28	$219,624.28			
	STARMEM Telecommunications Data Collection System (TDCS)	TDCS collects and validates central office switch traffic data and provides reports based upon the collected data TDCS is used by Network Dimensioning to determine when additional equipment is required in a central office	Collects traffic and performance data from the LNP SCP, as well as new LNP data coming from digital Stored Program Control (SPC) switches	$10,179 76	$9,541 49	$610 79	$27 49					
	TDCS Telephone Operations Network Interface Control System (TONICS)/ LNP Gateway Interface	TONICS provides fault, performance, configuration and security management across all network domains. Graphical screens provide a variety of visualizations of the state of the network and support a variety of command interfaces to network elements.	A new LNP interface provides access to LSMS via the LNP Gateway so that LNP alarms and alerts (e g., regarding associations to the NPAC) can be monitored in the same fashion as other network elements.	$54,796.47	$51,362 61	$3,287 91	$147 96					
	TONICS/LNP											

Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	2000	EU	WS Query	Default Query	2001	EU	WS Query	Default Query	2002
	TONICS Alarm Correlation Engine (ACE)	ACE is a client/sever application that performs alarm correlation of network switching data to detect equipment degradation before it becomes service affecting. Alarm correlation refers to intelligent interpretation of multiple alarms from a variety of sources including network elements and critical OSS; such as the LSMS for LNP.	Provides increased capacity for the platform to detect alarm conditions on the LSMS links used to download ported number information and call processing instructions needed by ISCPs to process and complete calls.	$10,179.76	$9,541.49	$610.79	$27.49					
TONICS/ACE												
	TONICS for Customer Access Facilities (TCAF)	TCAF analyzes switch messages to determine if a CAF fault exists. TCAF can request demand test via 4TEL or internal diagnostics on a suspect line. A pattern trouble ticket is created and dispatched to a field technician once three cases of trouble are reported on the same 25-pair complement.	For ported telephone numbers, TCAF determines the LRN for a CLLI (switch) and use that to initiate a 4TEL test.	$25,556.77	$25,556.77							
TONICS/TCAF												
	Traffic Irregularity System (TIAS)	TIAS is a stand-alone correlation system for identifying message network problems from individual call failure data. It provides the traffic manager with information on mass calling, traffic overloads, translation errors, bad reroutes, software errors, etc.	Provides the ability to diagnose traffic problems related to LNP. Collects link and traffic monitoring data as well as Failed Call and Failed SCP query events. TIAS also associates the dialed digits with the appropriate called office using LRN.					$109,184.62	$102,338.74	$6,551.08	$294.80	
	Trouble Administration System (TAS)	TAS automates the creation and flow of Trouble Reports (for telephone numbers and circuits) through closure. Provides supervisory "queue" functions enabling tracking of individual and DAC/Care Centers.	Provides the ability to query the LSMS regarding the status of a ported number, and stores the information regarding ported telephone numbers on the trouble ticket. Added new trouble resolution codes to reflect the source of trouble regarding ported telephone numbers (e.g., NPAC download failure). Allows use of the LRN to identify serving switch of a non-native telephone number.	$384,363.77	$360,264.16	$23,061.83	$1,037.78					
TAS												

Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	2000	EU	WS Query	Default Query	2001	EU	WS Query	Default Query	2002
Billing and Usage Systems	Bill inquiry, Voucher and Treatment (BVT)	An on-line and batch application that provides a current representation of the customers bill, payment data and treatment status allowing the customer contact service representative to service the customer utilizing the most current data possible. BVT performs on-line retrieval of the customer bill for adjustment, voucher creation, and treatment.	Process information regarding customer port status that appears on the end user bill.	$10,179.76	$9,541.49	$610.79	$27.49					
	BVT											
	Customer Billing Services System (CBSS)	CBSS is the central system of the end user billing process. It receives data from other systems and uses that data to calculate, verify, and produce customer bills. The purpose of CBSS is to provide a flexible billing system that will accommodate rating and formatting changes quickly and economically. CBSS also posts data to accounting journals, compiles statistical information and provides a means of reporting current business information to management.	Provides the ability to bill the LNP end user surcharge in accordance with the FCC's Third Report and Order. CBSS also splits and redirects usage correctly based on owner of ported numbers rather than owner of NPA NXX. CBSS provides the ability to rate messages according to local calling plans associated with non-native numbers. It also provides bill notification for ported out customers, and allows messages and invoices with foreign telephone numbers to be processed within the end user billing systems. Includes provision for the end user cost recovery mechanism, bill notification, and billing of ported telephone numbers.	$956,876.21	$896,881.95	$57,412.69	$2,583.57					
	CBSS											
	GTE Security Administration System (GSAS) / Security Toll Online Message Processing System (STOMPS)	GSAS/STOMPS automates the process of investigating toll fraud, subscription fraud, prison fraud and other types of fraud. The system receives toll records from end user billing that are suspect as fraud; customer records from Recoup when the uncollectible is flagged as fraud; DBAC records for suspect high credit card use; an ACM records when an account exceeds the Security Limit. The system provides the ability to enter, track and monitor suspects and restitution if convicted.	Accepts and processes LNP data on billing file input. Allows fraud determination logic to use LRN when necessary. Provide access to number portability information (service provider, effective date, LRN, etc.) for ported telephone numbers in response to a court order or subpoena.					$217,392.16	$217,392.16			

Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	2000	EU	WS Query	Default Query	2001	EU	WS Query	Default Query	2002
	Network Profile System (NPS)	NPS provides data that is passed to the financial system for general ledger booking activity and financial reporting. NPS also provides analysis support through the interface extract function, which enables the user to gather customer, line, and equipment data, messages, and minutes of use, for traffic studies.	Accepts and processes LNP data on billing file input. Identifies LRN and native/non-native telephone number attributes for use in revenue assignment.	$10,179.76	$9,541.49	$610.79	$27.49					
	NPS											
	Other Carrier Settlement System (OCSS)	OCSS provides file receipt and settlement reports to the non-AT&T carriers. OCSS tracks Invoice ready and Casual User revenue that GTE will collect for all non-AT&T carriers.	Changes the settlement process to handle ported telephone numbers. Accepts and processes LNP data on billing file input. Modifies logic to direct settlements to proper carrier based on porting activity according to industry standards.					$38,104.05	$38,104.05			
	Secure Integrated Gateway System (SIGS)	SIGS is an application that captures ownership information regarding end user accounts and telephone numbers for processing in ordering and billing systems.	Captures LNP information (service provider ID, effective date, etc.) from LSMS to local table for all ported telephone numbers, for processing within the Billing systems, e.g., to screen usage data.					$182,497.28	$171,054.70	$10,949.84	$492.74	
	Toll Error Message Processing On-Line (TEMPO)	TEMPO provides an efficient means of investigating and correcting all TOLL messages, which err during the CBSS usage processing.	Process new LNP related error messages associated with ported telephone numbers.									
	Usage Messaging System (UMS)	UMS processes usage billing data from the GTE switching environment (1350 sites). It retrieves, formats, conditions, validates, edits, screens, provides error correction and aggregates usage for down stream billing systems. Forwards inter-LATA toll to proper carrier.	Processes new AMA record formats that were implemented with LNP, and adds LRN where needed. UMS provides logic to interrogate LSMS information to identify service provider for ported telephone numbers.	$53,011.55	$53,011.55							
	UMS											
				$5,615,276.60	$5,297,471.55	$304,119.66	$13,685.38	$5,931,602.00	$5,603,211.71	$314,249.09	$14,141.21	$1,689,000.00
					EU	WS	Default		EU	WS	Default	
				$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
				$5,615,276.60	$5,297,471.55	$304,119.66	$13,685.38	$5,931,602.00	$5,603,211.71	$314,249.09	$14,141.21	$1,689,000.00
					0.00%	0.00%	0.00%		0.00%	0.00%	0.00%	
					94.34%	5.42%	0.24%		94.46%	5.30%	0.24%	

Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	EU	WS Query	Default Query	2003	EU	WS Query	Default Query
Service Fulfillment	Advanced Service Assurance Verification Platform/Service Assurance Voice System(ASAVP)	The service that verifies completed service orders have been provisioned correctly, by accessing the central office switch and comparing what is provisioned on the switch to what is specified on the service order. SAVS mechanizes the verification of product/services (switch/service order entries) on completed service orders and automates a call back to the customer to confirm the completion of work on Service Order and qualified Repair report. (Note: used in both ordering and repair)	For ported telephone numbers, uses the Location Routing Number (LRN) assigned in the Local Service Management System (LSMS) in place of the NPA-NXX to access the correct switch when verifying service orders/repair reports							
	ASAVP									
	Business Express (BEX)	BEX is designed as a universal Sales Process Enhancement tool that can price, configure, and quote any GTE product. It is designed so that the Sales Interface can be used by Product Managers and by Sales Representatives in the Business Sales Centers, the Branch Contact Centers, and the Branch Sales Organization.	Modified to use the LRN of a ported number instead of NPA- NXX to identify the non-native serving switch							
	BEX									
	Desktop, Documentation, and Reference (DDR)	DDR is an on-line reference tool with components for providing documentation for systems, GTE practices and procedures, and news applicable to the customer contact associate. Tools for product pricing, and product and feature availability are included as well. Other information available includes billing and contact information, available carriers, Local Number Portability information, LATA information and many other topics.	Provides information at order time regarding LNP capability in a switch, so that the Local Service Request (LSR) or order requesting number portability can be validated and processed.							
	DDR									

Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	EU	WS Query	Default Query	2003	EU	WS Query	Default Query
	Enhanced 911 (E911)	Emergency service support that provides emergency service numbers to a public service answering point (PSAP) with valid service addresses and generates route changes to the telephone company switch to ensure correct routing. Also provides Automatic Location Identification (ALI) address data to PSAPs. Provides a new capability to "unlock" E911 records for ported out numbers so that the new Service Provider can update the information according to the LNP standard recommended by the National Emergency Number Association (NENA)	GTE implemented changes that were identified in the National Emergency Number Association (NENA) Recommended Standards For Service Provider Local Number Portability. These standards adopts the use of the Company ID on all transactions, modified E911 extracts to produce new transactions for ported numbers. Includes those costs associated with compliance to NENA standards for Service Provider Local Number Portability. Excludes all costs associated with GTE as a 911 provider.							
E911										
	Local Number Portability Gateway	New LNP system that provides communication linkage between GTE systems/work groups and the new Bellcore Local Service Management/Service Order Activation (LSMS/SOA) system. Acts as a router/translator between GTE systems and the LSMS/SOA transmission protocols via the use of many types of system interfaces. Provides a SOA web interface for management of notification and error messages received from SOA or the Number Portability Administration Center (NPAC), for example, messages that indicate failure of updates to the LSMS.	New system required for Local Number Portability.							
LNP Gateway										
	Local Number Portability Process	New system required for LNP order processing. Scans, validates, and routes LNP service orders based on industry-defined flow of communication with the NPAC and other service providers. Formats subscription version transactions from order entry and transmits them to the LNP Gateway. Receives notification and error messages from the LNP Gateway, attaches the messages to the order and routes the orders to the appropriate work group	New system required for Local Number Portability.							
LNP Process										

Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	EU	WS Query	Default Query	2003	EU	WS Query	Default Query
	Local Service Management System (LSMS) /Service Order Activation (SOA)	The LSMS is a new Bellcore LNP product that provides an interface from GTE Operational Support Systems (OSS) & the regional LNP databases (ISCPs). In a given area, ISCPs will be administered & maintained by a local SMS. The LSMS is an OSS & not part of the public switched network. It interconnects to & sends to the ISCP the ported number information and call processing instructions needed by a network switch to process & complete a call. It is the vehicle a service provider will use to create & update ported number records, and send this information to the regional SMS. It handles all subscription transactions for ported numbers & related LNP requests. It communicates subscription information to the NPAC. It permits the flow through between GTE's service order processing systems used for service activation. It provides the NPAC interface for GTE LNP databases. It receives all ported number routing information from the NPAC/LSMS & provisions the applicable LNP SCPs with the active ported telephone number LNP routing information.	New system required for Local Number Portability. The changes were the direct result of number portability implementation within GTE Network Services.							
	LSMS									
	LSMS									
	Mechanized Assignment and Record Keeping (MARK)	MARK is the automated facility management and record administration system for Inside and Outside Plant. MARK manages the GTE telephone number inventory. The MARK system also provides data to the service order entry process, creates and delivers recent changes to the switch, and performs street address maintenance.	Manages inventory of ported telephone numbers with the corresponding LNP information, e.g. LRN. Provides for new status of ported telephone numbers so that they will age and be re-assigned per number portability rules. Also sets/deletes the Ten Digit Trigger that is required by LNP for seamless provisioning between service providers. Allows non-	$1,583,099.70	$101,340.00	$4,560.30	$1,751,000.00	$1,641,212.30	$105,060.00	$4,727.70
	MARK									
	Network Element Data Administration System (NEDAS)	This system is the trunk side Data Base Administration (DBA) tool for Recent Change generation, delivery and administration. DBA is responsible for programming approximately 2000 switches.	Provides the ability to manage LNP information in the switch, e.g., open NPA NXXs for number portability and identify the LRN for a switch.							

Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	EU	WS Query	Default Query	2003	EU	WS Query	Default Query
	National Order Collection Vehicle (NOCV)	One of three GTE Network Services order entry systems, NOCV provides online capability to create and modify Service Orders. It also provides offline processing and activation of the service orders created. It is an enhancement of the Service Order Loading and Retrieving system (SOLAR), the Automated Distribution System, the Telephone Number Selector System, the Customer Profile Inquiry system, and Service Activation	Allow additional routing logic based on the NANC industry-defined flow for number portability. It generates new transactions to MARK for LNP orders to set and remove the ten digit trigger. It accepts and processes non-native telephone numbers with their associated LRN.							
	NOCV									
	Service Order Loading and Retrieval (SOLAR)	SOLAR is an online order entry system for installing, changing, or discontinuing services. It also provides off-line processing of the Service Orders created, for interfacing with other systems such as the inventory management systems.	Allows additional routing logic based on the NANC industry-defined flow for number portability. It generates new transactions to MARK for these LNP orders to set and remove ten digit triggers. It accepts and stores LNP information, e.g., LRN.							
	SOLAR									
	Service Order Record Computer Entry System (SORCES)	SORCES is composed of both online and offline systems. It provides online capability to create, modify, and cancel service orders. Customer specific information can be accessed. SORCES provides online retrieval by telephone number; service orders can be retrieved by service name, address, telephone number, and order number.	Allows service orders to be processed according to the NANC industry-defined flow for number portability. It accepts and stores LNP information, e.g., LRN.							
	SORCES									
	Subscription Services	Subscription Services maintains the GTE Network Services customers' carrier selections (PIC). These PIC updates are requested by the GTE Network Service's customers through GTE's Service Order systems (SORCES/SOLAR/NOCV) or through the Ballot & Allocation (BAS) process. GTE Staff can update/correct PIC through the Perpetual Compare (Switch Data Integrity) process or through online transactions. PIC updates are also sent to GTE Network Services from the long distance carriers via batch CARE transactions, Internet-Web browser access, and through a CMIP gateway (EB/SS).	Associates a non-native ported telephone number with an LRN, so that ported non-native telephone numbers can be PIC'd to carriers associated with the serving switch. It also provides new information regarding porting activity to other carriers.							
	Subscription Services									

Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	EU	WS Query	Default Query	2003	EU	WS Query	Default Query
	Supplier Gateway	A new system that provides outbound LSR generation and business rules for the Ordering and Billing Forum (OBF) industry-defined number portability transactions to other carriers, as defined in the NANC industry-standard number portability flow. It provides the ability to communicate LNP information on LSRs to other Local Exchange Carriers (LECs) via the electronic data interchange (EDI) format.	New system required for LNP transactions with other carriers.							
	Supplier Gateway									
Service Assurance Systems	4TEL®	The 4TEL system performs routine and demand tests on subscriber local loops. The system contains voice response and patterning features and produces reports and repair ticket information where the test parameters are exceeded. 4TEL can be initiated from other GTE OSS, or can be invoked directly by a field or central office technician.	Provides the ability to perform loop tests on non-native telephone numbers. 4TEL will use the LRN associated with the ported telephone number before initiating a loop test. Change also incorporates new vendor test library. Includes functionality to ...							
	4TEL®									
	Automated Work Administration System (AWAS)	AWAS assigns work to GTE Network Services Customer Zone Technicians (CZT) and Central Office (CO) Technicians. AWAS distributes the work received from the various system interfaces by prioritizing, routing and recording the technicians work and availability. Specific table entries are used to assign trouble reports and service orders to the technicians in the most efficient manner. (Note: Used by both provisioning and repair)	Identifies correct routing destination for work assigned on ported telephone numbers. Allows for processing of additional LNP information (e.g., LRN) on work distributed to technicians.							
	AWAS									
	Customer Care (Care)	Care provides single desktop access to many support systems for the repair center advocate. An automated testing facility component automatically retrieves and reviews pending trouble tickets and initiates a local loop test.	Modifies screens, tables, and interfaces to provide the information regarding the port status of telephone numbers within the LSMS. Allows use of LRN to identify serving switch of a non-native telephone number. Changes automated routing of trouble tickets based on port status information received from the LSMS and NPAC download. Performs trouble isolation and analysis for telephone numbers that have been ...							
	CARE									

Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	EU	WS Query	Default Query	2003	EU	WS Query	Default Query
	Computer Telephony Integration (CTI)/Interactive Voice Response Unit (IVRU)	CTI refers to a system group that interfaces with Automatic Call Distributor/IVRU (ACD/IVRU) facilities and workstations to provide the agent with the information collected from the customer during an IVRU session. The front-end application within the customer care arena allows customers to self-provision repair requests. The customer information obtained through this process is provided via screen pops to the call center agent. This information streamlines the call process.	Changes support the look-up of numbers in LSMS to determine if end user is served by GTE, and modifies windows to display LSMS information. Modifies IVRU scripts to address ported telephone numbers (e.g., advise customer who ported out to contact current service provider)							
CTI/IVRU	Digital Services Test System (DSTS)	DSTS is an expert system that provides repair technicians and Care center personnel the ability to test and isolate faults on digital services such as ISDN and ADSL.	For non-native numbers, DSTS queries the LSMS to obtain the LRN to identify the correct central office switch to access for testing purposes.							
DSTS	NetMinder	NetMinder is a Lucent Technologies product that provides real-time centralized network traffic management functions for the NOC. It monitors traffic, detects transmission problems, and aids in the resolution of these problems.	An augumentation to NetMinder was necessary to perform network traffic management functions associated with LNP traffic volumes. LNP-specific software upgrade. The changes were the direct result of number portability implementation within GTE Network Services.							
NetMinder	Network Operation Center (NOC)/Trouble Administration System (TAS) Interface	A new LNP interface that provides an electronic means of passing trouble ticket information to LNP support staff at the NOC once the trouble has been isolated to the network. This allows the NOC LNP support staff to receive and process the LNP trouble, and document the resolution of the trouble on the ticket.	New interface required for LNP in order to achieve service quality standards. The changes were the direct result of number portability implementation within GTE Network Services.							
NOC/TAS	SITES	SITES is a centralized repository that contains critical statistics for every GTE common language identify code (CLLI) site	For non-native telephone numbers, SITES accepts the LRN and use it to identify the serving switch. The LRN is also used to determine the correct distribution for trouble tickets							

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Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	EU	WS Query	Default Query	2003	EU	WS Query	Default Query
	Switch Access Manager (SAM)	SAM provides access to the switch network technology for all authorized users to perform recent change activity and to verify features that are active in the switch	Access the LSMS to identify the LRN on port-capable NPA NXXs Provide access to network elements that contain ported telephone numbers based on the LRN							
	SAM									
	STARMEM	StarMem (vendor system name, not an acronym) provides an automatic compare of order system data to what is programmed into the switch. This enables the Care technician to determine modifications required to synchronize the customer's records with requested products, services and PIC. StarMem provides inquire and update capability to 5ESS, GTD5.DCO, DMS10, DMS100 switch types through the Switch Access Module (SAM). Once StarMem performs an update to the switch, it performs an inquiry in MARK, and, if necessary, initiates an update to MARK to ensure the integrity of the facility database. When the Subscription Services Server is available during the compare process, StarMem will also check the PIC selection information in that server	Adds the ability to query the LSMS to determine the serving switch for a ported telephone number. Use the LRN to access switch information for ported telephone numbers rather than the telephone number.							
	STARMEM									
	Telecommunications Data Collection System (TDCS)	TDCS collects and validates central office switch traffic data and provides reports based upon the collected data. TDCS is used by Network Dimensioning to determine when additional equipment is required in a central office.	Collects traffic and performance data from the LNP SCP, as well as new LNP data coming from digital Stored Program Control (SPC) switches.							
	TDCS									
	Telephone Operations Network Interface Control System (TONICS)/ LNP Gateway Interface	TONICS provides fault, performance, configuration and security management across all network domains. Graphical screens provide a variety of visualizations of the state of the network, and support a variety of command interfaces to network elements.	A new LNP interface provides access to LSMS via the LNP Gateway so that LNP alarms and alerts (e.g., regarding associations to the NPAC) can be monitored in the same fashion as other network elements.							
	TONICS/LNP									

Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	EU	WS Query	Default Query	2003	EU	WS Query	Default Query
	TONICS Alarm Correlation Engine (ACE)	ACE is a client/sever application that performs alarm correlation of network switching data to detect equipment degradation before it becomes service affecting. Alarm correlation refers to intelligent interpretation of multiple alarms from a variety of sources including network elements and critical OSS, such as the LSMS for LNP.	Provides increased capacity for the platform to detect alarm conditions on the LSMS links used to download ported number information and call processing instructions needed by ISCPs to process and complete calls.							
TONICS/ACE	TONICS for Customer Access Facilities (TCAF)	TCAF analyzes switch messages to determine if a CAF fault exists. TCAF can request demand test via 4TEL or internal diagnostics on a suspect line. A pattern trouble ticket is created and dispatched to a field technician once three cases of trouble are reported on the same 25-pair complement.	For ported telephone numbers, TCAF determines the LRN for a CLLI (switch) and use that to initiate a 4TEL test.							
TONICS/TCAF	Traffic Irregularity System (TIAS)	TIAS is a stand-alone correlation system for identifying message network problems from individual call failure data. It provides the traffic manager with information on mass calling, traffic overloads, translation errors, bad reroutes, software errors, etc.	Provides the ability to diagnose traffic problems related to LNP. Collects link and traffic monitoring data as well as Failed Call and Failed SCP query events. TIAS also associates the dialed digits with the appropriate called office using LRN.							
	Trouble Administration System (TAS)	TAS automates the creation and flow of Trouble Reports (for telephone numbers and circuits) through closure. Provides supervisory "queue" functions enabling tracking of individual and DAC/Care Centers.	Provides the ability to query the LSMS regarding the status of a ported number, and stores the information regarding ported telephone numbers on the trouble ticket. Added new trouble resolution codes to reflect the source of trouble regarding ported telephone numbers (e.g., NPAC download failure). Allows use of the LRN to identify serving switch of a non-native telephone number.							
TAS										

Functional Area	OSS Name	OSS Description	Description of LNP Adaptations	EU	WS Query	Default Query	2003	EU	WS Query	Default Query
Billing and Usage Systems	Bill inquiry, Voucher and Treatment (BVT)	An on-line and batch application that provides a current representation of the customers bill, payment data and treatment status allowing the customer contact service representative to service the customer utilizing the most current data possible. BVT performs on-line retrieval of the customer bill for adjustment, voucher creation, and treatment.	Process information regarding customer port status that appears on the end user bill							
	BVT Customer Billing Services System (CBSS)	CBSS is the central system of the end user billing process. It receives data from other systems and uses that data to calculate, verify, and produce customer bills. The purpose of CBSS is to provide a flexible billing system that will accommodate rating and formatting changes quickly and economically. CBSS also posts data to accounting journals, compiles statistical information and provides a means of reporting current business information to management.	Provides the ability to bill the LNP end user surcharge in accordance with the FCC's Third Report and Order. CBSS also splits and redirects usage correctly based on owner of ported numbers rather than owner of NPA NXX. CBSS provides the ability to rate messages according to local calling plans associated with non-native numbers. It also provides bill notification for ported out customers, and allows messages and invoices with foreign telephone numbers to be processed within the end user billing systems. Includes provision for the end user cost recovery mechanism, bill notification, and billing of ported telephone numbers.							
	CBSS GTE Security Administration System (GSAS) / Security Toll Online Message Processing System (STOMPS)	GSAS/STOMPS automates the process of investigating toll fraud, subscription fraud, prison fraud and other types of fraud. The system receives toll records from end user billing that are suspect as fraud; customer records from Recoup when the uncollectible is flagged as fraud; DBAC records for suspect high credit card use; an ACM records when an account exceeds the Security Limit. The system provides the ability to enter, track and monitor suspects and restitution if convicted.	Accepts and processes LNP data on billing file input. Allows fraud determination logic to use LRN when necessary. Provide access to number portability information (service provider, effective date, LRN, etc.) for ported telephone numbers in response to a court order or subpoena.							